



NEW JERSEY DEPARTMENT OF TRANSPORTATION
Statewide Job Vacancy

POSTING #: 21-00246

TITLE: Technical Support Specialist 2

ISSUE DATE: 10/22/2021

TITLE CODE: 53080

CLOSING DATE: 11/12/2021

DIVISION: Information Technology

LOCATION: Ewing

UNIT SCOPE: T533

UNIT: IT Security and Services

RANGE: P22

SALARY: \$58,354.29-\$82,690.29

POSITION: One (1)

WORK WEEK: 40

OFFICE DESCRIPTION

The Bureau of Information Security & Services (Helpdesk) is the first point of contact for all PC end users. Phone and on - site assistance to end users is available through the Help Desk service which addresses all daily PC user problems including software, PC hardware and peripheral equipment (printers, scanners, monitor's, etc.) logon ID's (DOTNET, FMIS, CFS, and MACS - E), and password problems.

All desktop PC problems should be referred to this unit, which in turn will determine whether additional assistance from Network Operations, OIT, or other parties is necessary. This unit also installs new PC's, coordinates our PC software training program, sponsors PC end user newsletters and forums, and provides data - entry services for department forms and documents. Any questions or problems related to the PC desktop and related equipment can be referred to the DOT Help Desk hotline. All MVS related calls should be directed to the MVS Help Desk.

JOB DESCRIPTION

Under the direction of the Tier 2 (Software Unit) Supervisor of Bureau of Information Security & Services, the Technical Support Specialist 2 position will be one of four support staff within the Tier 2 Unit. The Software Unit is responsible for administration and support of the 700+ software used by the department, imaging processes, troubleshooting issues no other staff can remediate. The Software Unit has assumed the bulk of tasks returned to the Department of Transportation (DOT) from the Office of Information Technology (OIT), application and system support. The unit is also responsible for evaluating software, network applications, internal job processes and Standard Operating Procedures (SOPs). This vacancy is responsible for working with Department Divisions and Bureaus to assess their needs and recommend available supported options.

Additionally, the Unit is responsible for resources required to implement and support new software, systems, and IT processes. This position also works with vendors and OIT to request procurement of various applications/network and administrative tools if required. The Technical Support Specialist 2 is responsible for promulgating internal operating policies and procedures as well as providing recommended input during new system/process development. This vacancy will be responsible for planning all operating system upgrades, managing multiple tasks simultaneously and ensuring all Department application continuously function correctly. In addition to the listed responsibilities, the candidate will staff the DOT Helpdesk phones throughout the day and function in a semi - independent role while learning from more senior - level Technicians.

PREFERRED SKILLS

- Experience with Packaging Applications for Mass - Distribution
- Experience with Creating OS Images (Ghost Images)
- Experience providing higher level support as an IT Support Technician
- Experience using Windows Scripting Languages, Batch, Powershell, Visual Basic (VB), Structured Query Language (SQL), etc.
- Experience using an Enterprise Incident Management Tracking system

EDUCATION

Graduation from an accredited college or university with an Associate's degree in Data Processing.

EXPERIENCE

Two (2) years of experience in one or more of the following: 1) data processing systems analysis and programming design; 2) the analysis of work methods and processes; 3) the operation of multi - program or client/server computer systems; 4) the support areas of computer scheduling, input/output control and magnetic data control in the data processing field or 5) Help Desk; one (1) year of which shall have been in the technical support area solving user problems in a help desk or related environment or using productivity aids and job control languages.

NOTE: A Bachelor's degree in any field may be substituted for the Associate's degree in Data Processing.

NOTE: A Bachelor's or Master's degree in Data Processing may be substituted for one (1) year of experience.

Special Note Regarding Substituting Experience for Education:

Experience in the study of work methods and processes, the analysis of varied types of data, the design and preparation of systems and programs, the operation of multi - programming or client/server computer systems and work in the data processing support areas of input/output control, scheduling, reliability or user support may be substituted for the required education on a year - for - year basis.

NOTE: Any formal data processing training by any organization may be submitted for consideration and evaluation as possibly being equated to a specific number of college credits. The Civil Service Commission will review the course content and all other factors involved, and make a determination.

OPEN TO THE FOLLOWING

Employees must be serving in a permanent capacity for an aggregate of at least one (1) year in any competitive title immediately preceding the posting date and meet the requirements stated above to be eligible for appointment.

For voluntary reassignment eligibility, employees must be serving permanently in the title of Technical Support Specialist 2 preceding the posting date.

Any appointments made from postings which involve movement between divisions, may result in a forfeiture of rights to any promotional list in the former unit.

Residency: All persons newly hired on or after September 1, 2011 have one year from the date of employment to establish, and then maintain principle residence in the State of New Jersey subject to the provisions of N.J.S.A. (L.2011, Chapter 70), also known as the "New Jersey First Act."

INTERVIEWS WILL BE GRANTED ON THE BASIS OF THE RESUME.

Please Submit the following documents (indicating the Posting number):

Resume, Letter of Interest

Forward Responses To:
Dorkas Severe, Personnel Coordinator
Department of Transportation
1035 Parkway Ave. F&A Bldg. 2nd Floor
Trenton, NJ 08625
Dorkas.Severe@dot.nj.gov

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